

# SWS - Forms in the Report Menu - System Reports - Activity Reports - Alarm Cause Summary

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The Alarm Cause Summary Report details the causes of alarms generated during a designated time period. Specifically, the Alarm Cause Summary Report displays the Event Categories, Resolution Codes, and the number of genuine and false alarms generated.

## Generating an Alarm Cause Summary Report

Perform the following steps to generate an Alarm Cause Summary Report:

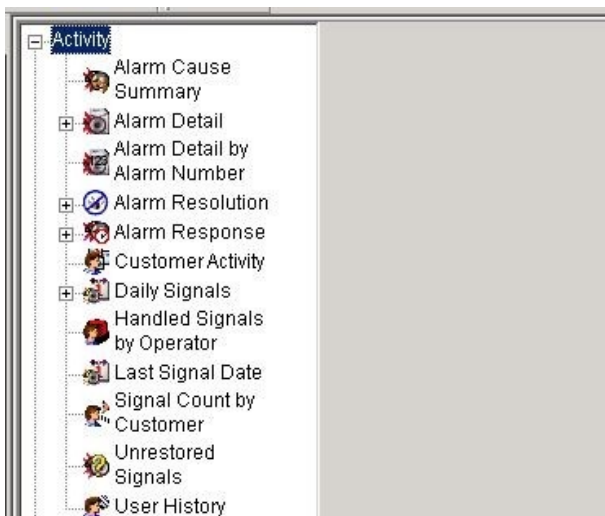
1. Navigate to the Reports menu and select "System Reports".

**Result:** The "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.

**Result:** The Activity section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click the "Alarm Cause Summary" Navigation Tree Node.

**Result:** The "Alarm Cause Summary" Report form displays as shown in the following screenshot:

The screenshot shows the "Alarm Cause Summary" report form. On the left is a sidebar with a tree view of report categories, including "Alarm Cause Summary", "Alarm Detail", "Alarm Detail by Alarm Number", "Alarm Resolution", "Alarm Response", "Customer Activity", "Daily Signals", "Handled Signals by Operator", "Last Signal Date", "Signal Count by Customer", "Unrestored Signals", "User History", "Custom", "Maintenance", "Master File", and "System". The main form area is titled "Alarm Cause Summary" and contains the following fields and options:

- Report Description: Alarm Cause Summary
- Priority: 6
- From: [ ] To: [ ]
- Customer ID: [ ]
- Customer name: [ ]
- Dealer ID: [ ]
- Authority ID: [ ]
- Branch ID: [ ]
- Group: [ ]
- Class: [ ]
- Date: 10/19/2013 00:00:00 to 11/19/2013 23:59:59
- NACOSS Events Only:
- Alarm Type:  False,  Genuine,  Both
- Dispatched:  All,  Dispatched,  Not Dispatched
- Group by:  Customer ID,  Customer Name,  Dealer,  Branch,  Authority,  Event Category
- Authority types required:  Police,  Fire,  Medical
- Buttons: Options..., Advanced...

4. If you want, apply any of the following parameters to your Alarm Cause Summary Report:

- Customer ID
- Customer Name
- Dealer ID
- Authority ID
- Branch ID
- Group
- Class

5. To run an Alarm Cause Summary Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending value.

6. If you want, select options in the "Group by" area of the screen to group your Report results by the following categories:

- Customer ID
- Customer Name
- Dealer
- Branch
- Authority
- Event Category

**Note:** If you select "Event Category" for example, all of the Burglary Alarms will display together on the Alarm

Cause Summary Report.

7. If you want to define the Alarm Types that will display on your Report, select "False", "Genuine", or "Both" from the "Alarm Type" area of the form.
8. If you want to define a Dispatch status for alarms that will display on your Report, select "Dispatched", "Not Dispatched", or "All" from the "Dispatched" area of the form.
9. If you want to define which Authority Types were required for the alarms on your Report, select "Police", "Fire", or "Medical" from the "Authority types required" area of the form.
10. If you want the Alarm Summary Report you generate to display only NACOSS Events, select the "NACOSS Events Only" checkbox.
11. Click "Options".

**Result:** The "Alarm Cause Summary Options" window displays as shown in the following screenshot:

The screenshot shows the "Alarm Cause Summary Options" dialog box. It is titled "Alarm Cause Summary Options" and has a subtitle "Alarm Cause Summary". The dialog is divided into five sections, each with a list of items and a checkbox to the left of each item. All checkboxes are checked. The sections are: "Event Codes" (Unknown Event, \*1 GSM Link Fail, \*2 GSM No Response, \*3 Land Line Link Fail, \*4 Land Line No Respons, \*5 GSM Resp OK, \*6 Land Line Resp OK, \*7 GSM Respon Link Fail), "Event Categories" (Access Alarms, Burglary, Emergency, Environmental Alarms, Fire Alarm, General Alarms, Holdup / Personal Attack, Medical Alarms), "Monitoring status" (Pending, Inactive, Active, Deactivated), "Resolution Codes" (Group 1, AC Actual Alarm, AU Closed by Auto Client, CM Company Caused, CU Customer Caused, EQ Equipment Caused, NF No Fault Found, PB Peak #3), and "Customer types" (Commercial, Dealer GH, Dealer GH 009, Medical, Prueba G4S, Residential, Video). At the bottom of the dialog are two buttons: "OK" and "Cancel".

12. All items on the "Alarm Cause Summary Options" window display as preselected. Deselect the Event Codes, Resolution Codes, Event Categories, Customer Types, and Monitoring Statuses that you want to exclude from your Alarm Cause Summary Report and click "OK".

**Result:** The Alarm Cause Summary Options window closes, and the system returns you to the Alarm Cause Summary form.

13. Once you have entered all the parameters for your Report, click "Next".

**Result:** The Distribution Tab displays as shown in the following screenshot:

Override or unlisted destination:

Override recipient's name:

Override destination type:

Override destination address (Fax/Email):

Contact list destination:

Default printer:

Contact list type:

Customer:

Show suppressed contacts  Hold for preview

Contacts  
 Anytime Bill  
 Mary Beth  
 Pete - Non Opening user  
 Same Spade  
 John Doe  
 Jg  
 Jeff Herd  
 Non Rotating user 1  
 Non Rotating user #2  
 Jane Doe  
 11  
 12  
 13  
 14  
 15  
 16  
 17  
 18  
 19  
 20  
 21  
 Dealer  
 Dealer GH 202 for testing  
 Branch  
 Agency  
 Authority  
 Customer  
 George's testing account  
 Company (printer only)

Reports: Distribution

14. For instructions on distributing your Report, refer to the "System Reports" document.

## The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.